

## **If Goods are Damaged or Lost in Transit**

[1] When the driver or freight agent signs a Bill of Lading, the originating common carrier acknowledges receipt in good condition of the number of packages listed. Gamco packaging has been tested to withstand normal shipping hazards.

[2] Notwithstanding the care with which Gamco products are packed, when merchandise is received, it may be apparent that during transit the carton has been dented, torn, unstapled, retaped, or there may be other indications of possible damaged or missing merchandise. Furthermore, the number of cartons may be less than the total shown on the carrier's delivery receipt and Consignee Memo copy. In either case:

- a. On the face of the delivering Carrier's receipt and on the face of the Consignee Memo copy (to be retained by Consignee), the person who signs the receipt for the shipment should list any missing cartons and describe any damage to cartons; also, describe actual damage to merchandise, if it is known before the driver leaves.
- b. Any carton that has been dented, torn, unstapled, retaped, etc. should be opened immediately and the merchandise inspected for possible damage, preferably in the presence of the delivering truck driver.
- c. It would be helpful if the delivering truck driver signs the Consignee Memo copy on which exceptions have been noted.
- d. Whether or not the delivering truck driver cooperates by waiting for the opening of cartons, follow procedure in Para. 4.
- e. If there are cartons missing, the Customer should promptly notify delivering Carrier's local office by telephone; there is a possibility that missing items have been delayed in transit or delivered to the wrong consignee and are in the Carrier's terminal awaiting correct delivery instructions.

[3] If no exception has been noted on the Delivery Receipt but damage to merchandise is disclosed after the driver has left the premises, it is called "Concealed Damage". For your own protection, open and inspect each package as soon as possible; do not wait until the end of the disclosure time limit established by the delivering Carrier. If damage is discovered, save all containers, fillers and contents until after inspection by the delivering Carrier.

[4] If goods were damaged, discovered either before or after signing the Delivery Receipt, by telephone the delivering Carrier should be requested to make an inspection of the damaged goods. In ink, on the back of the Consignee Memo copy, write the date and the name of the person to whom you talked. If the Carrier does not intend to have an inspection made, write "Inspection waived" or if inspection is to be made, write the date Carrier schedules for inspection. If, after a second telephone call, no Inspector arrives, make a note of that fact. If an inspection is made, retain or make a copy of the Inspector's Report.

[5] If any exceptions were noted on the Delivery Receipt handed to the driver and if the originating Carrier

was selected by Gamco, promptly send to:

Gamco  
Attn: Claims Administrator  
One Gamco Place  
Durant, OK 74701

*Please include a photocopy of:*

- *Consignee Memo copy with exceptions noted thereon*
- *Carrier's Inspection Report, if any*

so that Gamco can file claim for damage in transit.

[6] If no exceptions were noted on the Delivery Receipt, it is essential that the Consignee, instead of Gamco, file the claim for loss or damage with the delivering Carrier. In this case or if you volunteer to file your own Claim, Gamco would be pleased to assist in every way possible.

Effective: January 1, 2009